INFORMATION WHEN FILING A COMPLAINT WITH THE KANSAS STATE BOARD OF PHARMACY

Please submit as much information as possible when submitting your Complaint Form. The more information we have, the better the Investigative Report can be compiled. If you cannot be reached during the day, then please give us an evening phone number and a time to reach you. It might be necessary to verify information with you during the course of our investigation.

Once we have received your Complaint the following takes place:

- 1. We notify you that your complaint has been received;
- 2. Our Inspector conducts an investigation to compile a report that is presented to the Board;
- 3. The Investigative Member of the Board reviews the Investigative Report to determine if any possible violations of the Kansas Law have occured, and
- 4. The Board determines if a hearing is warranted and notifies the appropriate parties.

If possible violations are indicated in the Board's opinion, then a hearing with the licensee is arranged according to the Kansas Administrative Procedure Act. The hearing is to give the licensee an opportunity to present his/her case. There is a possibility that you and the appropriate other parties will need to appear at the hearing, but this is not always the case. You will be given ample advance notice should we request your presence.

The Board consists of six Governor appointed Members serving three year terms. Five Members are registered pharmacists and one is a consumer. The Board has the legal authority to revoke, suspend or restrict the licenses that they regulate. Monetary fines are also a part of the Board's authority. The Board does not have the authority to regulate the manner in which prices are charged by pharmacies. Complaints dealing strictly with prescription prices should be filed with the Consumer Protection Division of the Kansas Attorney General's Office (120 SW 10th, Topeka, Kansas 66612-1597).

The Board meets four times a year. You will be notified after your complaint has been investigated and reviewed by the Board.